



# Office of Management Services Customer-Centric Report

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## Strategic Priorities

OMS' strategic plan for FY 2011 consists of 18 objectives, and the following 7 have been selected as strategic priorities as reported in the performance measures:

- Provide a secure, reliable and efficient information technology (IT) infrastructure;
- Develop and maintain IT solutions by applying the Comptroller's IT project methodology;
- Provide high quality customer services;
- Provide for the continuous, timely and accurate processing of disbursements, travel claims and purchase requests;
- Provide on a centralized basis administrative services and assistance in the areas of payroll and personnel;
- Review contracts, Request for Proposals (RFPs) and other documents for compliance in a timely manner and
- Provide quality and timely facilities and tenant management customer service.

## Mission Statement

The mission of the Comptroller's Office is to improve the quality of life for all Tennesseans by making government work better.

## Thank You

Thanks to all of our customers for taking the time to respond to the OMS Customer Service Survey. Your feedback is greatly appreciated.

## Overview

The Office of Management Services (OMS) provides administration and support services to the divisions of the Comptroller's Office in the following areas:

- business administration management;
- human resources management;
- budgetary and financial management and
- information technology management

OMS provides administrative and support services to State agencies in the following area:

- procurement oversight services

## OMS Employee Demographics

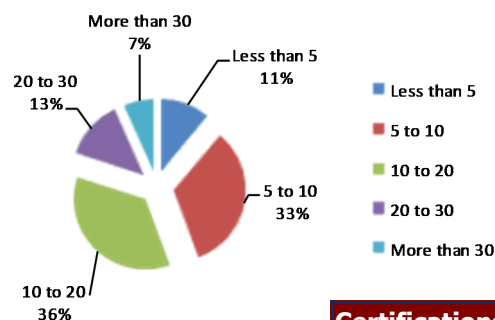
OMS employees have earned numerous degrees and certifications and participate in professional organizations. With the combined years of service, degrees and certifications, OMS employees are valued for their knowledge and experience as well as their skills and abilities to serve our customers.

## OMS Employee Awards

Each year OMS employees submit nominations from among their peers for consideration of the following awards: Customer Service Award, Employee of the Year Award and Spirit Award. This year the awardees were:

- Customer Service Award — Shelly Grona
- Employee of the Year Award — Jeff Warner
- Spirit Award — Nykoyo Bond

## Years of State Service



Degrees	FY 10	FY 11
Bachelor's degree	21	19
Master's degree	6	6
Associate's degree	4	4
Law degree	2	2
<b>Total</b>	<b>33</b>	<b>31</b>

Certifications	FY 10	FY 11
Attorney	1	1
Certified Government Financial Manager (CGFM)	5	5
Certified Professional Secretary (CPS)	5	5
Certified Public Accountant (CPA)	2	2
Certified Fraud Examiner (CFE)	1	1
Certified Software Quality Engineer (CSQE)	1	1
<b>Total</b>	<b>15</b>	<b>15</b>

# Our Accomplishments

July 1, 2010 — June 30, 2011

## Comptroller Procurement Oversight

While reviewing 3,114 contracts and procurement documents (representing over \$14.4 billion), staff worked toward making meaningful changes in the existing system of procurement, offering suggestions for changes and implementing changes where prudent. The Comptroller's Office worked with the administration to amend the Procurement Reform law enacted last year. In addition, staff spent time reviewing the procurement and contract management processes in states similar to Tennessee, looking for best practices. Staff has also been working with the OMS IT section to create a new computer application that will interface with Edison to provide accurate and timely management reports and data.

## Administration

The Administration section had several significant accomplishments during FY 2011: an office-wide customer-service survey was issued and action plans were developed to address survey responses; nine facility renovations and moves were coordinated and managed to maximize the operational use of space; numerous queries and reports were generated within Edison to support administrative functions; procedure manuals were established to assist in contract development; an Electronic Learning Module (ELM) manual was written and training was provided to OMS staff and a webcast for leadership training was provided, which saved state resources. The Administration section continued with the advancement of several office-wide systems and streamlined processes for the betterment of the office.



Picture provided by: Rusty Lacy

IT assisted the Tax Relief section in developing an online training video for the county trustees and city collecting officials. This video, which was placed on the tax relief web application, eliminated the costs associated with regional seminars.

The redesign of the Comptroller Internet Website has been completed and published. This includes creating and publishing new websites for the Office of Small Business Advocate and the Office of State and Local Finance. This redesign created a more uniform appearance, greater functionality and ease of navigation.

The CT-0253 Public Debt form has been revised and converted to a fillable pdf document. Previously, this document had to be printed and mailed. Now, this can be completed electronically, saving time and money for the customer and for the Comptroller's Office.

The Active Directory project has been completed. This project gives network administrators greater flexibility and control over the network, updates the legacy system previously in place and allows the administrators to better customize settings. We are now in a position to handle future projects requiring Active Directory.

The Comptroller SharePoint site has been upgraded to the latest version which will allow for further collaboration between divisions and teams within divisions. The SharePoint platform can be used to develop applications, workflows and a variety of useful tools to increase productivity.

## Human Resources

Some of the major accomplishments for Human Resources are:

Our staff participated in 34 career fairs, on-campus interviews and other activities at 25 colleges and universities, including historically black colleges and universities (HBCU) throughout Tennessee and bordering states. As a result of our recruiting efforts, we hired 25 professional employees and support staff office-wide.

In May 2011, our office began using the SharePoint application to send monthly HR and Fiscal reports electronically to division directors. This new process reduces paper, secures the information and makes the reports easily accessible to management.

The HR staff promoted the State's Partners for Health initiative by encouraging employees to enroll in health screenings, obtain physicals and complete the online questionnaire. We also answered questions about the Partnership Promise and provided instructions on how to access the website.

OMS Statistics	FY 09	FY 10	FY 11
<b>Administration</b>			
Facility Moves and Renovations	- -	11	9
<b>Fiscal Services</b>			
Revenue and expenses transactions*	12,634	10,280	9,356
<b>Human Resources</b>			
Number of employees	538	528	519
<b>Procurement Oversight</b>			
Contracts/RFPs reviewed	3,602	2,691	3,114
<b>Information Technology</b>			
Help desk calls resolved	1,491	1,669	1,530
Web site views**	- -	- -	43,392,902
Operations and print jobs	4,111	6,543	6,687

\*FY 09 calculated using the number of line items per transaction.

\*\*CAAS accounts for 32.5 million views.

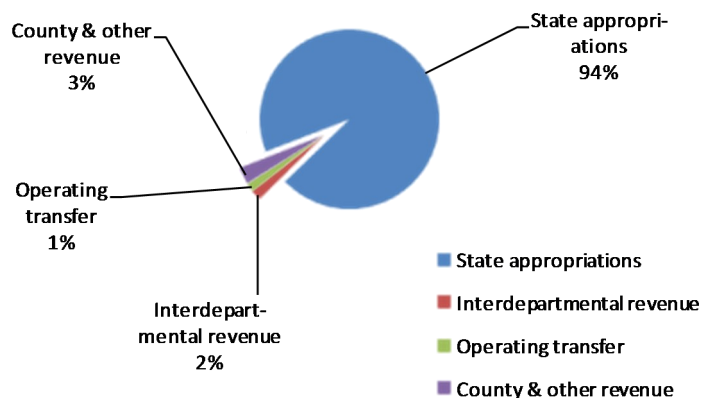
## Fiscal Services

Based on the 2011 customer service survey, respondents stated that 90% of fiscal customer requests were handled in a professional manner. Newer technologies are being utilized to distribute electronic financial reporting in a more efficient method, and we will continue to strive to meet the needs of our customers and maintain good working relationships with other state agencies. The Comptroller's FY 2012 budget was endorsed by the Department of Finance and Administration and passed by the Legislature.

## Information Technology (IT)

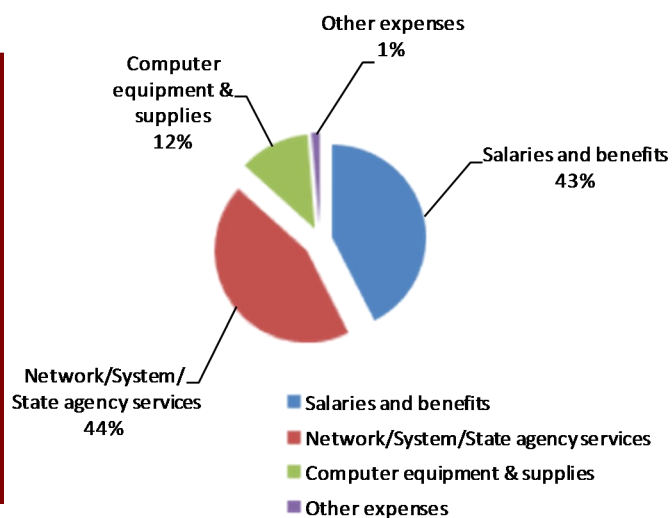
The following are some of the major accomplishments for IT this year:

## Sources of Funds



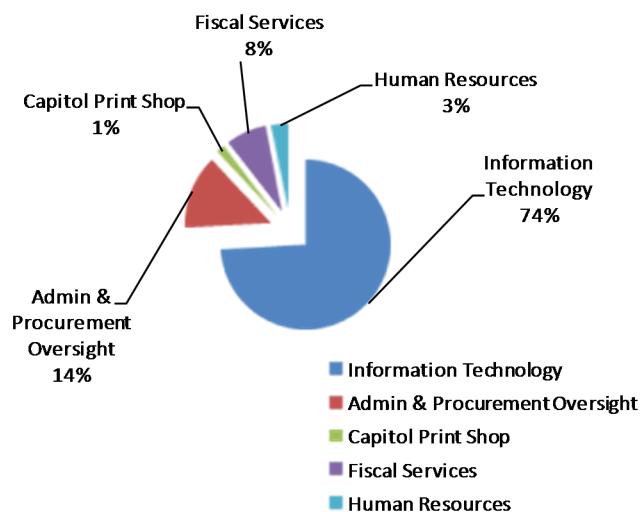
Sources of Funds (thousands)	FY 09	FY 10	FY 11
State appropriations	\$9,756.6	\$9,654.4	\$8,561.4
Interdepartmental revenue	574.6	584.4	171.0
Operating transfer used	368.5	430.0	141.4
County & other revenue	79.7	461.9	273.0
<b>Total sources</b>	<b>\$10,779.4</b>	<b>\$11,130.7</b>	<b>\$9,146.8</b>

## Expenses by Sources



Expenses by Major Sources (thousands)	FY 09	FY 10	FY 11
Salaries and benefits	\$4,204.1	\$4,340.3	\$3,890.8
Network/System/State agency services	3,000.1	5,669.4	4,037.5
Computer equipment & supplies	2,668.4	694.0	1,108.9
Other expenses	906.8	427.0	109.6
<b>Total expenses</b>	<b>\$10,779.4</b>	<b>\$11,130.7</b>	<b>\$9,146.8</b>

## Expenses by Functions



Expenses by Functions (thousands)	FY 09	FY 10	FY 11
Information Technology	\$7,814.9	\$8,123.1	\$6,778.5
Admin & Procurement Oversight	939.4	1,358.1	1,265.5
Capitol Print Shop*	825.0	749.2	141.4
Fiscal Services	770.8	642.9	688.8
Human Resources	429.3	257.4	272.6
<b>Total expenses</b>	<b>\$10,779.4</b>	<b>\$11,130.7</b>	<b>\$9,146.8</b>

**\*Note:** The Capitol Print Shop was closed in FY 11.

### Independent Audit

The State's Comprehensive Annual Financial Report (CAFR) reports are located at: [www.tennessee.gov/finance/act/cafr.html](http://www.tennessee.gov/finance/act/cafr.html).



# Future Challenges



July 1, 2010 — June 30, 2011

The Office of Management Services continues to experience changes in how we do business, and we strive to identify methods for working smarter, not harder. OMS endeavors to strengthen the abilities of our office to anticipate and respond to the changing economic and business environments. We continue to identify and encourage the development of capabilities within Edison to expand its usefulness as a management tool.

## Procurement Reform

Our office continues to be involved with procurement transition. Tennessee Public Act 1098 of 2010 consolidates procurement responsibilities and creates a procurement commission, a procurement office and a chief procurement officer. The chief procurement officer took office on July 1, 2011. The Act requires the chief procurement officer to finalize her plan for transition by April 1, 2012.

Our office will continue to help ensure that the Act is implemented in the manner intended and that the procurement process focuses on accountability and that it is an open, competitive, fair and streamlined process.



Picture provided by: Jim Thomas

## Economic Challenges

The past three fiscal years the Comptroller's operating budget was reduced by 14 percent. As a result, our office was unable to begin planned IT projects. Other projects and initiatives were placed on hold and personnel actions including hiring were limited. As the economy shows signs of improvement, we are cautiously supporting new growth initiatives. The challenge is to continue operating at full capacity with less funding than before.

## Technology Opportunities

In this day of 24-hour news coverage and the proliferation of mobile devices, government services are also expected to be available 24 hours, seven days a week. The public wants to be able to use services anytime and anywhere.

The Comptroller's Office provides services and information to the public and other government entities in a variety of areas. Our challenge is to ensure those services and information are on the web or are on mobile devices all the time.

*"We must be flexible and forward thinking in these times of significant budget restrictions and fluctuations. Our commitment to our customers remains strong as we adapt to the new, and yet unpredictable, reality of the current economy."*

-- Melinda Parton, CGEM --  
Director of Management Services



To that end, the IT section is helping the Social Media Committee look at how the various divisions of the Comptroller's Office may use social media tools to get the information to the public and other government entities in a variety of ways. This will allow people to access information and services in the manner that most suits them.

We are making and implementing plans for all future development of web-facing applications to be mobile device accessible.

OMS IT provides all Comptroller divisions and attached offices with computer related services. The Comptroller intranet is a primary means of communications within the office. The intranet will be undergoing a major upgrade in the coming year to ensure information is current and easily accessible.

Because of the wide variety of correspondence, reports and other information provided to the Comptroller's office by the public, legislature and other governmental offices, OMS IT is designing a web portal that will be used to deliver these documents. This will be a one-stop site for sending correspondence to the appropriate division within the office.

## Human Resources Challenges

In 2010, the Comptroller's Office began scanning terminated personnel files in order to reduce the amount of cabinets required for document storage. Electronic files allow us to retrieve the files quickly and work more efficiently. We will continue to work with IT to utilize FileNet to store our current personnel files.

For more information about this office, visit our website at:  
[www.comptroller1.state.tn.us/oms/index.asp](http://www.comptroller1.state.tn.us/oms/index.asp)

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